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## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

**Applicant(s):** Ozugur, et al. **Docket:** 139164  
**Serial No.:** 10/721,558 **Art Unit:** 3629  
**Filed:** November 25, 2003 **Examiner:** Not Assigned  
**Title:** Web Based CRM Service Using On-Line Presence Information

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

**Certificate Under 37 C.F.R. §1.8(a)**

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on March 24, 2005.

Melanie Murdock  
Melanie Murdock

Dear Sir:

Pursuant to 37 C.F.R. § 1.56 and in accordance with 37 C.F.R. §§ 1.97-1.99, an information disclosure statement is filed on Form PTO/SB/08B. Copies of each of the references listed on the attached Form PTO/SB/08B are enclosed.

The submission of any document herewith is not considered as an admission that a prior art search has been made or that such document is material to patentability or constitutes prior art against the claims of the present application. No rights are waived hereby to take any action that would be appropriate to antedate or otherwise remove as a competent reference any document that is determined to be a prima facie prior art reference against the claims of the present application.

Respectfully submitted,

ALCATEL

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Dated: March 23, 2005

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Approved for use through 07/31/2006. OMB 0651-0031

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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**Complete if Known**

Application Number	10/721,558
Filing Date	November 25, 2003
First Named Inventor	Ozugur, et al.
Art Unit	3629
Examiner Name	Not Assigned
Attorney Docket Number	139164

*(Use as many sheets as necessary)*

Sheet	1	of	2
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[illegible][illegible]Date  
Considered

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: **Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

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Substitute for form 1449B/PTO  <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>  <i>(Use as many sheets as necessary)</i>				<b>Complete if Known</b>	
				Application Number	10/721,558
				Filing Date	November 25, 2003
				First Named Inventor	Ozugur, et al.
				Art Unit	3629
				Examiner Name	Not Assigned
				Attorney Docket Number	139164

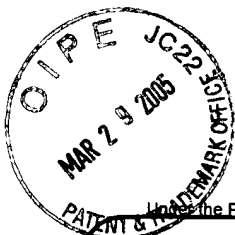
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Examiner Signature		Date Considered	
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\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

1 Applicant's unique citation designation number (optional). 2 Applicant is to place a check mark here if English language Translation is attached. This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: **Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

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<b>TRANSMITTAL FORM</b>  (to be used for all correspondence after initial filing)	Application Number	10/721,558	
	Filing Date	November 25, 2003	
	First Named Inventor	Ozugur, et al.	
	Art Unit	3629	
	Examiner Name	Not Assigned	
Total Number of Pages in This Submission	19	Attorney Docket Number	139164

ENCLOSURES (Check all that apply)		
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Firm Name	Alcatel	
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Printed name	Bobby D. Slaton	
Date	3/23/05	Reg. No. 43,130

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Signature		
Typed or printed name	Melanie Murdock	Date March 24, 2005

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